

Assisted Living • Home Care & Hospice • ID/DD • Nursing Facilities

# *2019 Social Work &* **Admissions Conference**

**August 19 - 20, 2019**

*Nationwide Hotel & Conference Center  
Columbus, Ohio*



**OHCA**  
OHIO HEALTH CARE ASSOCIATION



# 2019 Social Work & Admissions Conference

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## Don't miss this year's Conference!

The Conference is designed to provide clinical, operational, and management information on topical issues that impact your facility today. Featuring a condensed format optimized with multiple concurrent sessions, the conference packs a lot of punch in a compact package. Providers will be able to register additional staff without missing multiple days or incurring overnight expenses. For those who decide to travel the night before, or who appreciate extra programming, we included 3 hours of complimentary bonus sessions the afternoon before the core agenda. Attend one or all three depending on your travel schedule!

# Top 5

## Reasons To Attend



**1. Education** – A variety of topics of interest will be covered, addressing the most pressing issues facing social workers and admission directors in Assisted Living, Home Care, Hospice, ID/DD, and Skilled Nursing. Look for icons to identify which sessions will include content for your organization.



**2. One-day** – The concise format allows you to maximize your learning with a short amount of time away from the facility. Also, it will enable providers to cover multiple sessions by sending additional staff at these rates!



**3. Networking** – The Conference provides a relaxed atmosphere to connect with peers from all care settings, Assisted Living (AL), Home Care & Hospice (HCH), ID/DD and Skilled Nursing Facilities (SNF) to share information and ideas. Regardless of care setting we all have one goal to provide high quality care and services to those we serve. Look for special icons throughout the conference schedule to identify sessions that may be of special interest to your care setting but feel free to step out of your comfort zone and attend any that intrigues you. Learning from each other is how we grow!



**4. Convenient Location** – Held at the Nationwide Hotel & Conference Center with easy access off I-71, and near the Polaris Mall, a popular shopping & dining location.



**5. CEs** – up to 9 CEs for Social Workers, Certified Executives for Assisted Living (CEAL), Certified Executives for Home Care & Hospice (CEHCH), Nursing Home Administrators, and Nurses. 3 hours of bonus sessions are available at the pre-conference program in addition to 6 hours on the first conference day. Including 3 hours of ethics credit.

**Again this Year!** Association members registering for the Conference will also receive complimentary one-day registration (a \$169 value) to OHCA 2020 in Columbus, Ohio. The event features over 100 educational sessions, a 300+ vendor trade show, CEs and more! An excellent opportunity for you to experience both events!

# Pre-Conference Bonus Sessions

## August 19, 2019

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Plan to come the afternoon before the Conference and attend one these bonus pre-conference sessions. These don't miss programs are included in your registration fee at no additional charge!

**12:30 pm**

### Pre-Conference Check In

Take this time to pick up your conference materials, catch up with colleagues, and enjoy refreshments.

**1:00 – 2:00 pm**

### Concurrent Sessions:

#### **1. Ethical Decision Making: The Four Factors Influencing Judgment, Part 1**

**AL ID/DD HCH SNF**

Attendees of this 3-part program will develop the skills to blend the moral and legal aspects of professional ethics into a coherent method for ethical decision making. The speaker will describe the medical model and ethical guidelines or principles as well as how laws, regulations, and procedures are practical applications of ethical guidelines. Attendees can choose to attend one or all three of these sessions. Part 1 will focus on The Basics: The Medical Model, The Relationship, "Risk or Potential for Exploitation," Protecting the Public, Protecting Yourself.

*Presented by: Jim Heisel, LISW-S LICDC-CS LCSW, Heisel and Associates*

#### **2. Soul Injury: Liberating Unmourned Loss and Unforgiven Guilt**

**AL ID/DD HCH SNF**

The mental and emotional injuries that accompany trauma are readily identified. Less recognized are the insidious wounds that occur when we deny the truth of our own experience becoming separated from our "real" self.

Whether traumatic or insidious, these "soul injuries" cause an emotional pain that cuts us off from the essence of our being. Connecting with the part of self that is generating the pain, paradoxically, restores wholeness. Thus, soul restoration includes learning how to re-own, re-home, and revitalize scattered pieces of self by cultivating intimacy with the part of our person carrying the emotional pain. The basis for addressing "soul injury" originated with a group of VA hospice nurses who cared for 10,000 dying Veterans. The nurses witnessed "soul injuries" firsthand as they surfaced unbidden on combat Veterans' deathbeds. Let "warrior wisdom" show you how the heart can be disarmed through love, forgiveness, and self-compassion, starting a process that "restores the soul."

*Presented by: Deborah Grassman, NP, Founder, Opus Peace*

**2:00 – 2:15 pm**

### Networking Break

# Pre-Conference Bonus Sessions

## August 19, 2019

2:15 – 3:15 pm

Concurrent Sessions:

### 3. **Ethical Decision Making: The Four Factors Influencing Judgment, part 2** AL ID/DD HCH SNF

Join Jim for Part 2 of this session as he shares information on The Decision Matrix: The Four Factors focusing on Guidelines and Regulations, Codes of Ethics, State Laws, Other Resources as well as Settings With Strict Rules, Settings With Potential For Conflict and Settings With Low Risk. Participants will be able to describe resources for making informed ethical decisions, as well as how setting influences ethical decision making.

*Presented by Jim Heisel, LISW-S LICDC-CS LCSW, Heisel and Associates*

### 4. **Wounded Warriors: Their Last Battle** AL HCH SNF

Many military experiences impact peaceful dying for veterans – even though their death might not occur until decades later.

The stoic military culture, combat training, and war itself can change a veteran in fundamental ways; their families may also be affected. Emotional, spiritual, social, and moral injuries impact veterans throughout their lifetime, especially as they face death. Deborah Grassman has personally taken care of more than 10,000 dying veterans. This changed her. In this presentation, she shares with you what they taught her. You will be changed too. You will learn about the unique needs of veterans as they age and face the end of their lives, the impact of the military experience on families, and tools for effective ways to respond to veterans' needs and the Soul Injury they sometimes sustain.

*Presented by: Deborah Grassman, NP, Founder, Opus Peace*

3:15 – 3:30 pm

Networking Break



# Pre-Conference Bonus Sessions

## August 19, 2019

3:30 – 4:30 pm

### Concurrent Sessions:

#### 5. **Ethical Decision Making: The Four Factors Influencing Judgment, part 3**

AL ID/DD HCH SNF

Client Expectations: What Can Be Known Ahead of Time, What Can Be Observed, What Can Be Inferred will be shared during Part 3 of this course. Jim will also share information on Counter-Transference, focusing on Research Data, Biases, Preferences & Familiarity, Issues With High-Risk Potential. Participants will develop skill at how to blend the moral and legal aspects of professional ethics into a coherent method for ethical decision making.

*Presented by Jim Heisel, LISW-S LICDC-CS LCSW, Heisel and Associates*

#### 6. **Aging & Chronic Illness: Redeeming the Destiny We Were Born to Fulfill**

AL ID/DD HCH SNF

American culture overvalues youthfulness and undervalues or completely dismisses the value of aging. Acute illness is viewed compassionately and treated aggressively; chronic illness receives less attention, support, and sympathy.

As members of our death-denying, youth-inspired society, we unconsciously adopt these values for ourselves. Without even realizing it, we cut ourselves off from our inner elder who holds the wisdom that we secretly long for. It is never too late or too early to make the acquaintance of the Wise Elder archetype that awaits redemption. Nor is it too late to help patients develop an “exit strategy” by providing them with a prognosis. Provocative videos and thought-stimulating questions that help clinicians craft therapeutic dialogue that openly addresses healthcare dilemmas with patients and their families. This presentation will take you into your depths to discover ways you can access the interior Sage awaiting your acquaintance.

*Presented by: Deborah Grassman, NP, Founder, Opus Peace*

### **Welcome Reception to support OHCA/PAC**

Join us from **4:30 – 5:30 pm** to catch up with friends and colleagues and participate in one of our most popular fundraising events. The Reception provides time to relax as you recap the days’ event and plan for another great day of learning, networking, and fun! The Welcome Reception is open to all attendees and speakers. Featuring complimentary beverages and appetizers, you won’t want to miss this event.

This event also features our most popular fundraising event. For a minimum donation of just \$20, you can pick a gift card from the OHCA/PAC Fundraiser tree. Gift cards from Bob Evans, Kohl’s, McDonald’s, Chipotle, Target and more valued at \$20 - \$100 are up for grabs. No Risk – Give \$20, Get \$20!

By participating in this fundraiser, you can bring change, expand influence, and advocate for long term care facilities. Through the OHCA/PAC, we advocate for our facilities, their staff, their residents, their families. We drive quality and appropriate reimbursement for the care provided. An excellent opportunity for you to help raise dollars for this vital group at no risk!

# Conference Sessions

## August 20, 2019

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**8:00 am**

### Continental Breakfast & Conference Check In

Take this time to pick up your conference materials, catch up with colleagues, and enjoy coffee and pastries.

**8:30 – 9:30 am**

### Opening General Session:

#### **Be a Leader for Quality of LIFE**

**AL ID/DD HCH SNF**

Improved quality of life translates into better health outcomes. Reasons for and ideas on how to will be explored with the goal of making life (not medical care) the focus for people who live where you work. Meaningful engagement with real life (not contrived, scheduled life) translates into less depression, feelings of self-worth, even fewer falls. Promoting meaning and purpose with real animals, real babies and children, honoring the wisdom of elders, and giving residents more decision-making will help your facility comply with the new CMS Quality of Life requirements. What kind of leader are you for quality of LIFE?

*Presented by: Carmen Bowman, Culture Change Coach,  
Regulator turned Educator*

*Edu-Catering: Catering Education for Compliance and Culture Change*

**9:30 – 9:45 am**

### Networking Break

**9:45 – 10:45 am**

### Concurrent Sessions:

#### **7. Trauma Informed Care**

**AL ID/DD HCH SNF**

Trauma-informed care is now part of CMS requirements, part of Phase 3 going into effect Nov. 2019 for skilled nursing homes, however trauma informed care is now best practice in all settings. Attend this session to gain insights on how to assess for and care plan any trauma a person has encountered. You will feel stronger in your work if you know the requirements, know how to discover potential trauma in people's lives, how to plan care in a highly individualized way, and be alert to not inadvertently retraumatize a person.

*Presented by: Carmen Bowman, Culture Change Coach,  
Regulator turned Educator*

*Edu-Catering: Catering Education for Compliance and Culture Change*

#### **8. New Medicare Requirements for Healthcare Providers in Ohio**

**HCH SNF**

On June 8, 2019, CMS made a change in Ohio's Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) moving from KEPRO to Livanta. BFCC-QIOs provide a number of Medicare beneficiary-related services most notably for SNF discharge appeals. Medicare beneficiaries have the right to an expedited review when the provider anticipates that Medicare coverage of their services will end, as well as the right to appeal the ending of SNF services should the beneficiary believe more care is needed. This session will introduce Livanta as the new Beneficiary and Family Centered Care – Quality Improvement Organization (BFCC-QIO) for Ohio, under contract with the Centers for Medicare & Medicaid Services (CMS). As the BFCC-QIO Livanta helps Medicare beneficiaries exercise their right to high-quality health care. In this session, learn more about Livanta and their statutory oversight of Medicare beneficiary complaints and discharge appeals and Livanta's processes for working with healthcare providers.

*Presented by: Jennifer Bitterman, MBA, PMP, RHIA,  
Regional Project Coordinator*

*Leasa Novak, MS, LNHA, LPN, BCC, Communications Director  
Livanta*

**10:45 – 11:00 am**  
**Networking Break**

**11:00 am – 12:00 pm**  
**Concurrent Sessions**

**9. What's New with DNR**

**AL ID/DD HGH SNF**

There are many updates and changes to Ohio's Administrative Code Chapter 3701-62 Do Not Resuscitate (DNR) Protocol that will be effective September 1, 2019. Attendees will receive an overview of the changes as well as an understanding of the differences in full code, DNR-CC, and DNR-CC Arrest. Understanding how to communicate these differences to residents and their families as well as where to access up to date forms and resources is a necessity for social service staff working in long term care.

*Presented by: Thomas W. Hess, Partner  
Dinsmore & Shohl LLP • Legal Counsel*

**10. Managed Care Disenrollments and LOCs;  
Important Tips to Protect Your SNF**

**SNF**

While Medicaid Managed Care has been operating in Ohio for more than a decade, SNFs continue to face challenges related to the Medicaid Managed Care benefit period and the process for disenrollment should the individual not be able to return to the community. This session will discuss Plan requirements related to coverage and disenrollment while providing helpful tips for SNFs to better manage this population as they work to ensure continued coverage and payment. A key session for anyone who has questions about the process or has experienced issues with Ohio's Medicaid Managed Care program.

*Presented by: Diane Dietz, Assistant Executive Director  
Ohio Health Care Association*

**12:00 pm – 12:45 pm**

**Luncheon** (included in your registration fee)

After a morning of learning, you've earned some time to unwind! Use this time to discuss the morning's events with fellow attendees, connect with some new friends, and share best practices.

**1:00 pm – 2:15 pm**  
**Concurrent Sessions:**

**11. Achieving Compliance with the  
Abuse and Neglect Regulations**

**SNF**

This session will discuss the regulatory requirements concerning Abuse, Neglect, and Resident Exploitation, including recent changes arising from the new and revised Requirements of Participation regarding these topics. The session will also focus on approaches to abuse and neglect prevention, identification, reporting, and investigating. Finally, the speaker will provide real-life examples and survey trends regarding these issues and advise on methods to enhance compliance.

*Presented by: Christopher Tost, Partner  
Rolf Goffman Martin Lang LLP*

## 12. PASRR: Requirements, Adverse Determinations and Possible Changes to Come

SNF

Nursing facilities continue to experience challenges caring for individuals with mental illness as well as overcoming barriers to discharge for many in their care. Representatives from the Ohio Department of Mental Health & Addiction Services (OMHAS) have been invited to join us for this important session to discuss current PASRR requirements, adverse resident reviews, resources their department can offer to assist with discharge planning, as well as the new level II contractor that is set to replace KEPRO July 1, 2019. The session will also discuss some pending PASRR changes currently under discussion and how these changes could significantly impact resident review extensions due to discharge barriers as well as the offering of specialized services within the nursing facility setting.

## 13. Roundtable Discussion

AL ID/DD HCH

Roundtable sessions may take place for attendees working exclusively in assisted living, home care, hospice, or ID/DD. Choose a group that matches your interest, interact with your peers, and share successes, challenges and provide solutions to one another.

*Note: This session is tentatively scheduled based upon registration from AL, HCH, or ID/DD attendance.*

2:15 – 2:30 pm

**Networking Break**

2:30 – 3:30 pm

## Closing General Session: Regulatory Round-Up

AL ID/DD HCH SNF

With continuous regulatory changes and updates by the Centers for Medicare and Medicaid Services (CMS) and other agencies, it's hard to keep up. This session will provide information about major regulatory, quality, and payment initiatives that occurred in 2019 or are planned for 2020. OHCA staff will share information on survey statistics, immediate jeopardy citations as well as answer your questions about regulatory issues. A don't miss session for all attendees.

*Presented by: Mandy Smith, Regulatory Director;  
Erin Begin, Home Care & Hospice Director  
Ohio Health Care Association (OHCA)*

3:30 pm

**Adjourn**



# Social Work & Admissions Conference

## Conference Location:

### **Nationwide Hotel & Conference Center**

100 Green Meadows Drive South, Lewis Center, OH 43035

Each participant is responsible for his/her own lodging and dinner arrangements. We encourage you to make your hotel reservations as early as possible.

A limited number of rooms have been blocked at the rate shown. Please make your reservation no later than August 1st. Mention you are attending the Social Work conference offered by OHCA for the group rate. The hotel may have additional rooms available once all of the OHCA rooms are gone, but they may not be at the special rate, even if you contact them before the cut off date.

Every room and suite includes complimentary wireless Internet access, VOIP Telephone with speakerphone and voicemail, pillow-top mattress, refrigerator, microwave, and Keurig coffee makers. Free parking is available at the Conference Center.

Reservations can be made by calling (614)-880-4300 or via the hotel website at [www.nwhotelandconferencecenter.com](http://www.nwhotelandconferencecenter.com) and entering your group access code 157630.

**Group Rate:** \$134.00 (*king suite or queen/queen suite*).



## Continuing Education Credits:

This program offers up to 9 hours of continuing education credit for the following (August 19 = 3 and August 20 = 6):

### **Ohio Social Workers:**

Application has been submitted to the Ohio Social Work Board for social work credit. If approved, social workers can earn up to 9 hours of continuing education credit that includes 3 hours of ethics. Refer to [www.efohca.org](http://www.efohca.org) or contact OHCA at [kchapman@ohca.org](mailto:kchapman@ohca.org) for final approval status.

### **Ohio Licensed Administrators:**

The Ohio Health Care Association is an approved provider of continuing education credit by the Ohio Board of Executives for Long Term Care Services and Supports. Administrators can earn up to 9 hours of continuing education credit.

### **Certified Executives for Assisted Living® (CEAL®):**

CEALs can earn up to 9 hours of continuing education credit.

### **Certified Executives for Health Care at Home (CEHCH):**

CEHCHs can earn up to 9 hours of continuing education credit.

### **Ohio Nurses:**

Nurses, please note any continuing education that has been approved by BELTSS (or any other accredited body) can be accepted by the Ohio Board of Nursing in the State of Ohio. Nurses may use this continuing education to meet their licensure requirements. Please refer to OBN continuing education rules 4723-14-01 thru 4723-14-19.

## Included In Your Registration Fee:

- Up to 9 hours of Continuing Education Credit
- Bonus Preconference Sessions
- Continental Breakfast
- Lunch Buffet
- Continuous refreshment service
- Handouts of all education sessions

# Register by CreditCard or Check Fax or Mail-in Registration

## 2019 Social Work & Admissions Conference • Registration Form • August 19 - 20, 2019

Online Registration: [www.efohca.org](http://www.efohca.org) • Questions? 614 / 436-4154 • Fax: 614 / 436-0939

### 1. One Person Per Registration *(fill out the facility info and duplicate this form for additional registrants)*

Last Name: \_\_\_\_\_ First: \_\_\_\_\_ Nickname: \_\_\_\_\_

Title: \_\_\_\_\_ Email address: \_\_\_\_\_

Facility: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ / \_\_\_\_\_ Fax #: \_\_\_\_\_ / \_\_\_\_\_

### 2. Registration Fees

#### Conference Registration Fees:

\$ 185 prior to August 8  
\$ 235 August 8 and after

### 3. Payment - Make checks payable to Educational Foundation of Ohio Health Care Association (EFOHCA)

Mail to: EFOHCA, PO Box 447, Lewis Center, OH, 43035 or Fax: 614 / 436-0939

TOTAL AMOUNT \$ \_\_\_\_\_

Method of Payment:  Credit Card  Check

CREDIT CARD: MC  VISA  AMEX  Discover

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_

Card Holder: \_\_\_\_\_

Signature: \_\_\_\_\_

### 4. Sessions Attending: *(It is very important that you complete the section below when registering)*

August 19, 2019: *Please indicate which session you will be attending*

1:00 – 2:00 pm *Concurrent Sessions: – choose one*

1. Ethical Decision Making: The Four Factors Influencing Judgment, part 1

2. Soul Injury: Liberating Unmourned Loss and Unforgiven Guilt

2:15 – 3:15 pm *Concurrent Sessions: – choose one*

3. Ethical Decision Making: The Four Factors Influencing Judgment, part 2

4. Wounded Warriors: Their Last Battle

3:30 – 4:30 pm *Concurrent Sessions: – choose one*

5. Ethical Decision Making: The Four Factors Influencing Judgment, part 3

6. Aging & Chronic Illness: Redeeming the Destiny We Were Born to Fulfill

August 20, 2019: *Please indicate which session you will be attending*

8:30 – 9:30 am *Opening General Session: Be a Leader for Quality of LIFE - everyone should plan to attend*

9:45 – 10:45 am *Concurrent Sessions – choose one*

7. Trauma Informed Care

8. New Medicare Requirements for Healthcare Providers in Ohio

11:00 am – 12:00 pm *Concurrent Sessions – choose one*

9. What's New with DNR

10. Managed Care Disenrollments and LOCs; Important Tips to Protect Your SNF

1:00 – 2:15 pm *Concurrent Sessions – choose one*

11. Achieving Compliance with the Abuse and Neglect Regulations

12. PASRR: Requirements, Adverse Determinations and Possible Changes to Come

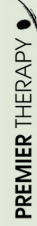
13. Roundtable Discussion

2:30 – 3:30 pm *Closing General Session: Regulatory Round-Up - everyone should plan to attend*

with support from our champion partners



RLH consulting



# EFOHCA

EDUCATIONAL FOUNDATION OF  
OHIO HEALTH CARE ASSOCIATION

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